MAINGEAR

USER MANUAL

REVISION 1.3	

WELCOME



Dear Customer-

Thank you for purchasing a hand-crafted, high performance custom computer from MAINGEAR! We're happy to welcome you into our family of customers and we look forward to you enjoying years of hassle-free computing with our products.

We build each and every one of our systems here in the United States, and we support them in-house by the very people who built yours! That means you can speak directly to your builder should a problem arise.

When you first boot your PC up, you'll notice that you have a clean desktop, devoid of icons and special offers for trial versions of software that clutters up your PC or bogs down performance. We don't install these pieces of software that we call "bloatware." We feel that billboards are a better venue for advertising, not your desktop.

Your system was built to your specifications, with your needs in mind, and we are confident you're going to love it. We loved building it.

Very Best,

The MAINGEAR Crew

ONCE YOU'VE UNPACKED YOUR SYSTEM

WE KNOW YOU'RE EXCITED BUT... WE'D LIKE YOU TO CHECK A FEW THINGS FIRST

1. INSPECT YOUR SHIPMENT FOR ANY PHYSICAL DAMAGE. UPS AND FEDEX GUYS AND GALS CAN HAVE THEIR BAD DAYS, TOO. CALL US IF THE BOX IS DAMAGED.

2. INSPECT THE CONTENTS OF THE THE BOX FOR ACCESSORIES INCLUDING A POWER CORD, BAG OF SPARE PARTS, EXTRA POWER SUPPLY CABLES, FREE TSHIRT IF ORDERED, AND ANY FREE PROMOTIONAL SOFTWARE (IF APPLICABLE.)

3. DID YOU ORDER ANY PERIPHERALS LIKE KEYBOARD, MICE, SPEAKERS, OR MONITORS? SOMETIMES WE DROP SHIP THESE COMPONENTS FROM OUR SUPPLIER AND THEY MAY ARRIVE SEPARATELY.

4. DURING SETUP YOU'LL NEED THE MICROSOFT WINDOWS KEY. YOUR KEY IS LOCATED ON ONE OF THE FOLLOWING LOCATIONS:

    UNDERNEATH THE TOP GRILL OF THE SHIFT, F131, AND POTENZA.
    ON THE BACK OF THE VYBE.
    BEHIND THE FRONT DOOR OF THE X-CUBE.
    ON THE BOTTOM OF ANY OF OUR LAPTOPS.

5. YOUR BINDER (WHICH YOU HAVE OPEN RIGHT NOW) IS A GREAT PLACE TO KEEP IMPORTANT SYSTEM SOFTWARE - WE'VE ALREADY STARTED YOU OFF BY INCLUDING A RESTORE DISC, THE ORIGINAL WINDOWS DISC, AND ANY OTHER SOFTWARE THAT MAY HAVE BEEN PROVIDED BY THE MANUFACTURERS OF YOUR HARDWARE.

SYSTEM PLACEMENT AND ELECTRICAL SAFETY PRECAUTIONS... BECAUSE WE DON'T WANT YOU (OR YOUR PC) TO GET HURT.

SETUP YOUR SYSTEM IN A COOL, DRY AREA. IF YOU'RE GOING TO PUT YOUR PC UNDER OR IN A DESK, MAKE SURE THERE IS PROPER AIR INTAKE AND EXHAUST CLEARANCE FOR THE FANS AND GRILLS. THESE ARE HYPER, ADRENALINE-PUMPED PIECES OF ELECTRICAL ART, AND THEY GET TESTY ABOUT THEIR TEMPERATURES.

DON'T PLACE THE SYSTEM WHERE IT MAY BE EXPOSED TO THE ELEMENTS. RAIN IS PARTICULARY NASTY. LIKEWISE, DON'T USE THE PC AS A DRINK HOLDER OR COASTER.

NEVER PUSH ANY OBJECTS INTO THE PC - THEY MAY COME IN CONTACT WITH VOLTAGE POINTS THAT COULD CAUSE SHORT CIRCUITS AND COULD RESULT IN SHOCK OR FIRE. KEEP JUNIOR'S HANDS AWAY.

ROUTE THE POWER CABLE AND ALL CABLES IN A WAY THAT THEY WON'T BE WALKED ON OR TRIPPED OVER. ALSO, KEEP AWAY FROM FERRETS.

INITIAL SETUP CONSIDERATIONS OF YOUR MAINGEAR PC (OK, JUST A FEW MORE THINGS THEN WE CAN PLAY)

PLEASE TAKE A FEW MINUTES TO INSPECT THE EXTERIOR OF YOUR PC AND ANY PERIPHERALS. IF YOU FIND ANY DEFECTS SUCH AS SCRATCHES OR DENTS, PLEASE ADVISE US VIA EMAIL OR OVER THE PHONE.

BEFORE YOU CONNECT ANY PERIPHERALS SUCH AS A MONITOR, SPEAKERS, OR JOYSTICK, WE RECOMMEND YOU CONNECT A POWER SURGE PROTECTOR OR UNINTERRUPTALBE POWER SUPPLY (UPS). WE RECOMMEND A PULSE WIDTH MODULATED OR PURE SINE WAVE UPS.

WHEN TURNING ON YOUR PC FOR THE FIRST TIME, IT IS RECOMMENDED TO CONNECT THE BARE MINIMUM PERIPHERALS SUCH AS A KEYBOARD, MOUSE, AND MONITOR BEFORE CONNECTING OTHER DEVICES LIKE A PRINTER OR SCANNER. AFTER INITIAL SETUP, SHUT DOWN YOUR PC AND THEN CONNECT THESE DEVICES.



The first fleet of NVIDIA GeForce GTX 480 systems built for NVIDIA's launch event in April, 2010.

THE SHIFT



OPTICAL DRIVE BAY DOOR

POWER

RESET

POWER CORD AND PSU ON SWITCH (BACK)





STEP ONE: USING A PHILIPS HEAD SCREWDRIVER, REMOVE THE TWO SCREWS THAT ATTACH THE TOP GRILL OF THE SHIFT. THESE SCREWS ARE NECESSARY FOR SHIPPING, BUT NOT NECESSARY FOR DAY TO DAY OPERATION OF THE SHIFT. PLEASE KEEP THESE HANDY IN CASE YOU MUST SHIP THE SYSTEM BACK TO US FOR REPAIR.



STEP TWO: SLIDE THE TOP GRILL BACK AND LIFT UP TO EXPOSE THE EXPANSION PORTS.



STEP THREE: ROUTE ALL CABLES THROUGH THE REAR GRILL SUPPORT STRUCTURE, AND CONNECT THE MONITOR CABLE, KEYBOARD, MOUSE, SPEAKERS, AND ETHERNET CABLE IF APPLICABLE. THE CONNECTION FOR THE INCLUDED POWER CABLE IS ON THE BACK OF THE SHIFT AT THE BOTTOM AND IS RECESSED INTO THE CHASSIS.

STEP FOUR: REPLACE THE TOP GRILL TO PROTECT YOUR CABLING. PLEASE BE SURE NOT TO PLACE ANY OBJECTS ON TOP OF THIS GRILL AS THIS IS THE SHIFT'S PRIMARY XHAUST PANEL.



THE SHIFT



TOP PANEL MEMORY CARD READER , USB, FIREWIRE, AND HEADPHONE/MIC JACKS - PUSH TO ACCESS

USB 2.0 AND PS/2 PORT

OPTICAL AND COAX AUDIO OUT

E-SATA PORT

E-SATA AND FIREWIRE

USB 2.0 AND ETHERNET (USB 3.0 ARE BLUE)

USB 2.0 AND ETHERNET

ANALOG AUDIO OUT

DVI MONITOR CONNECTIONS

DVI MONITOR CONNECTIONS

<u>NOTE: YOUR CONFIGURATION MAY VARY</u>

ACCESSING THE INTERNAL COMPONENTS. (UNPLUG PC FIRST!) BECAUSE WE KNOW YOU CAN'T HELP BUT LOOK (OR UPGRADE.)



STEP ONE: REMOVE THE TOP EXHAUST PANEL.

(SOUND FAMILIAR?)



STEP TWO: USE THE LATCH ON THE LEFT SIDE PANEL TO PULL THE PANEL AWAY AND UP.



ONCE INSIDE YOU CAN ADD ADDITIONAL HARD DRIVES WITH THE SLIDE-OUT HOT SWAP BAYS, ADD MEMORY, OPTICAL DRIVES, MEMORY, OR UPGRADE YOUR VIDEO CARDS.

PLEASE BE SURE TO CONTACT US BEFORE ADDING ANY HARDWARE, AND WE CANNOT BE RESPONSIBLE FOR ANY DAMAGE YOU MIGHT DO WHILE UPGRADING.

IF IN DOUBT, LET US DO IT FOR YOU.

THE F131

NOTE: YOUR CONFIGURATION MAY VARY

EXPANSION SLOT

DVI

DISPLAY PORT, HDMI, DVI

EXPANSION SLOT

AUDIO

ETHERNET, USB 3.0

DVI, DISPLAY PORT

HDMI

USB 2.0, ESATA

USB 2.0

[FAR RIGHT] TOP MOUNTED 3.5” HOT SWAP

POWER, RESET, TOP USB 3.0, TOP AUDIO



TOP VIEW WITH GRILL REMOVED

EXPANSION SLOTS



RIGHT PANEL OFF

3.5” HOT SWAP BAY

3.5” FIXED MOUNT

3.5” FIXED MOUNT

2.5” FIXED MOUNT

BOTTOM ACCESS
PSU CABLE
CONNECTION



LEFT PANEL OFF

120MM EPIC LIQUID COOLER

120MM INTAKE FAN

PSU

ACCESSING THE INTERNAL COMPONENTS. (UNPLUG PC FIRST!) BECAUSE WE KNOW YOU CAN'T HELP BUT LOOK (OR UPGRADE.)



REMOVE THE TOP GRILL TO ACCESS THE IO PORTS AND THE HOT SWAP HARD DRIVE.



ACTIVATE THE LATCH TO ACCESS THE HOT SWAP BAY TO ADD A 3.5" MECHANICAL HARD DRIVE.



TO GET ACCESS TO THE INTERNAL COMPONENTS, REMOVE THE FRONT PANEL FIRST BY PULLING IT AWAY FROM THE FRONT PANEL.



PULL THE SIDE PANEL UP AND AWAY FROM THE CHASSIS AND YOU WILL NOW HAVE ACCESS TO ADD RAM, CHANGE GRAPHICS CARDS, ETC.



REMOVE THE GRILL BY PULLING ON THE BOTTOM TAB AND YOU WILL BE ABLE TO CLEAN THE FILTER AND ACCESS THE PSU MASTER POWER SWITCH.



THE BOTTOM AIR INTAKE FILTER IS ALSO REMOVEABLE FOR EASY CLEANING. THE PSU POWER CABLE CONNECTOR IS ALSO LOCATED AT THE BOTTOM OF THE SYSTEM.

IMPORTANT NOTE: INSERT OPTICAL DISCS WITH LABEL FACING UP.

THE F131 DOES NOT HAVE AN EJECT BUTTON. IN ORDER TO EJECT A DISC IN WINDOWS YOU'LL NEED TO GO TO START, COMPUTER, AND RIGHT CLICK ON THE OPTICAL DRIVE. THEN LEFT CLICK ON EJECT.

IF YOU NEED TO EJECT A DISC OUTSIDE OF THE OS, REMOVE THE FRONT PANEL OF THE SYSTEM AND PRESS THE BUTTON ON THE OPTICAL DRIVE WHILE THE SYSTEM IS POWERED ON.

THE POTENZA

NOTE: YOUR CONFIGURATION MAY VARY

LOGO LIGHT BOX EXPANSION SLOT

MINI HDMI, DVI, DVI

POWER BUTTON

RESET BUTTON

PSU POWER SWITCH
USB 3.0

POWER CABLE CONNECT
HEADPHONE, MIC

USB 3.0



AUDIO

USB 2.0, DISPLAYPORT

DVI, HDMI

FAST CHARGE USB 2.0, FIREWIRE, ESATA

ETHERNET, USB 3.0

BOTTOM VIEW

140MM AP141 FAN WITH REMOVEABLE, WASHABLE GRILL



ACCESSING THE INTERNAL COMPONENTS. (UNPLUG PC FIRST!) BECAUSE WE KNOW YOU CAN'T HELP BUT LOOK (OR UPGRADE.)

NOTE: THE POTENZA IS A VERY COMPACT DESIGN THAT REQUIRES AN ADVANCED LEVEL OF PC KNOWLEDGE TO WORK IN. WE HIGHLY RECOMMEND YOU CALL MAINGEAR BEFORE ATTEMPTING TO SERVICE ANY PART IN THE POTENZA.



REMOVE THE TOP GRILL TO ACCESS THE IO PORTS

REMOVE THE FRONT AND BACK PANELS BY PULLING AWAY FROM THE CHASSIS





ONCE THE FRONT AND BACK PANELS ARE REMOVED YOU CAN REMOVE THE SIDE PANELS FOR ACCESS TO THE INTERNAL COMPONENTS

IMPORTANT NOTE: INSERT OPTICAL DISCS WITH THE LABEL FACING RIGHT.

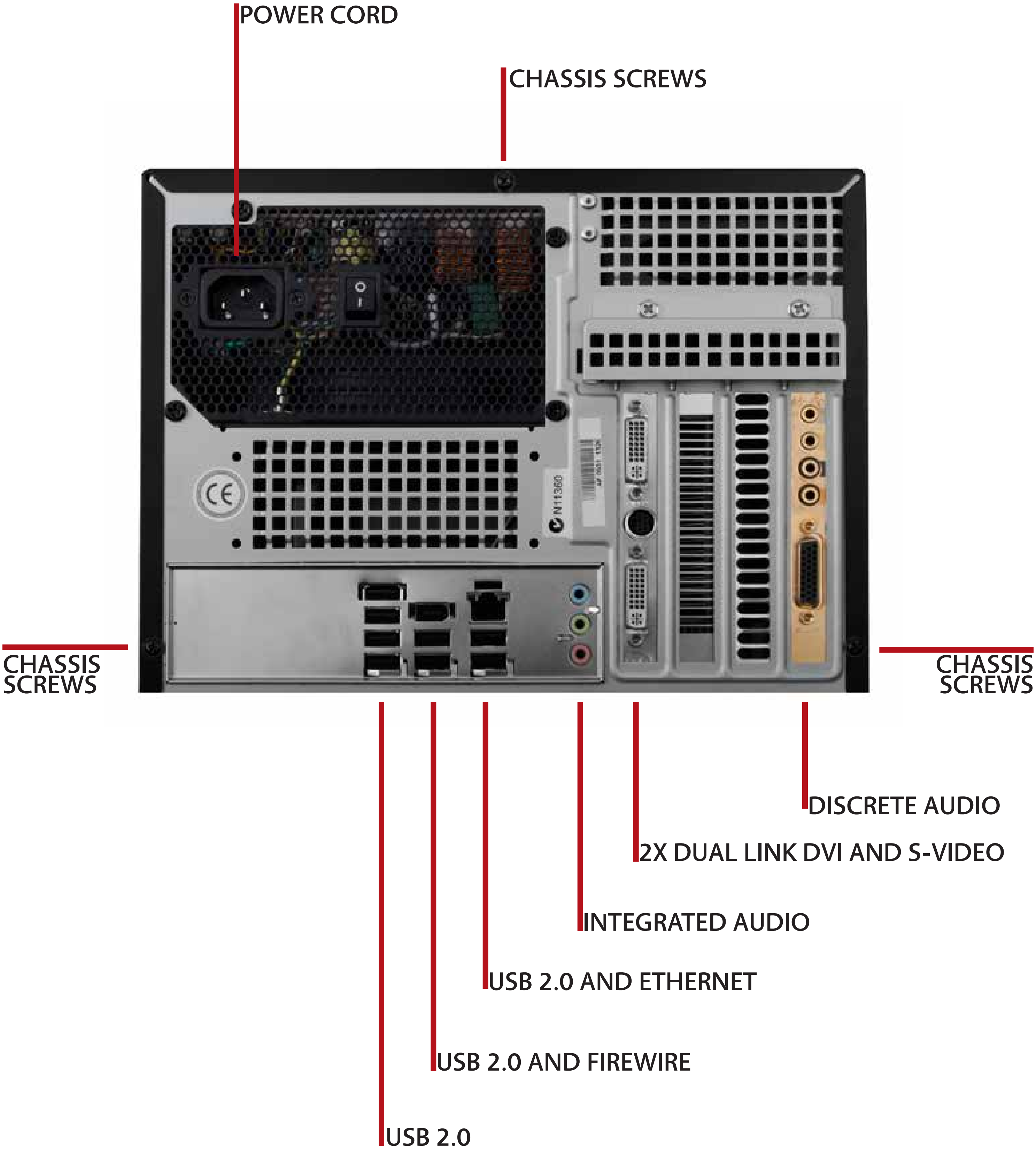
THE POTENZA DOES NOT HAVE AN EJECT BUTTON. IN ORDER TO EJECT A DISC IN WINDOWS YOU'LL NEED TO GO TO START, COMPUTER, AND RIGHT CLICK ON THE OPTICAL DRIVE. THEN LEFT CLICK ON EJECT.

IF YOU NEED TO EJECT A DISC OUTSIDE OF THE OS, REMOVE THE FRONT PANEL OF THE SYSTEM AND PRESS THE BUTTON ON THE OPTICAL DRIVE WHILE THE SYSTEM IS POWERED ON.

THE X-CUBE

NOTE: YOUR CONFIGURATION MAY VARY




POWER CORD
CHASSIS SCREWS
CHASSIS SCREWS
CHASSIS SCREWS
DISCRETE AUDIO
2X DUAL LINK DVI AND S-VIDEO
INTEGRATED AUDIO
USB 2.0 AND ETHERNET
USB 2.0 AND FIREWIRE
USB 2.0

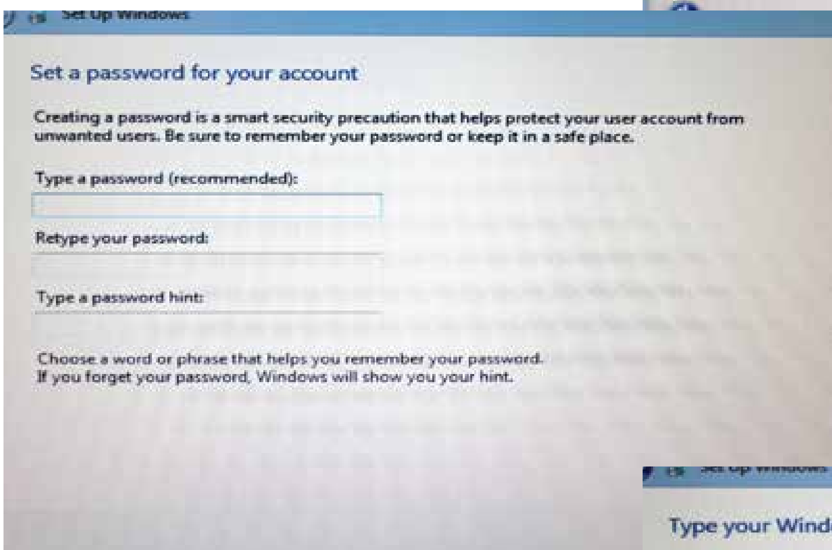
FIRST BOOT



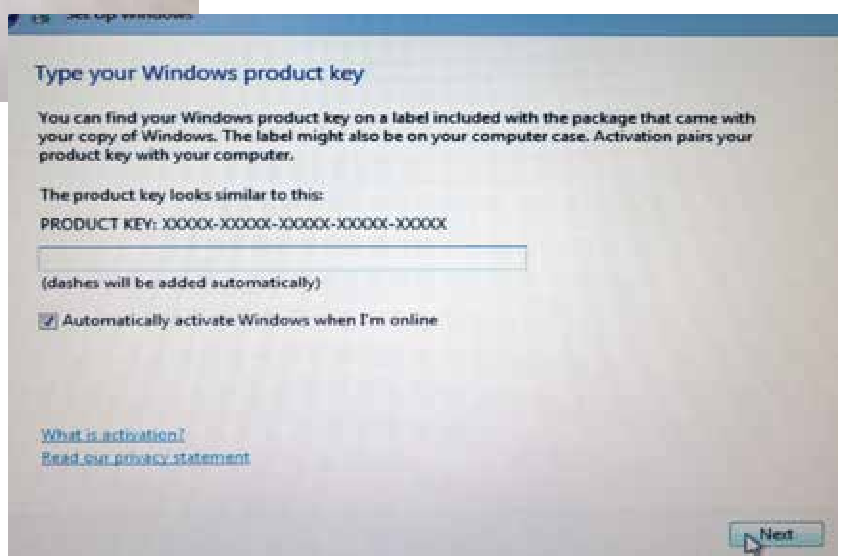
SET YOUR COUNTRY AND LANGUAGE OPTIONS



CHOOSE A USER NAME AND NAME YOUR PC

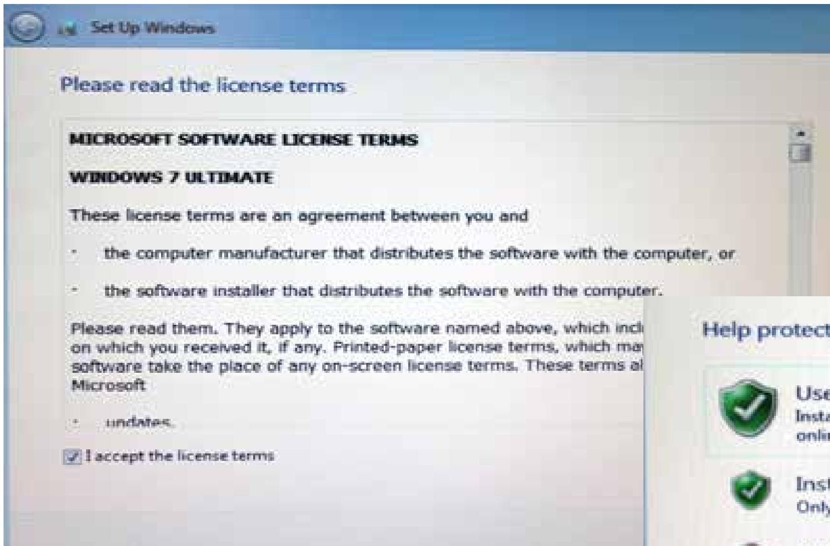


SET A PASSWORD FOR YOUR ACCOUNT IF YOU WISH



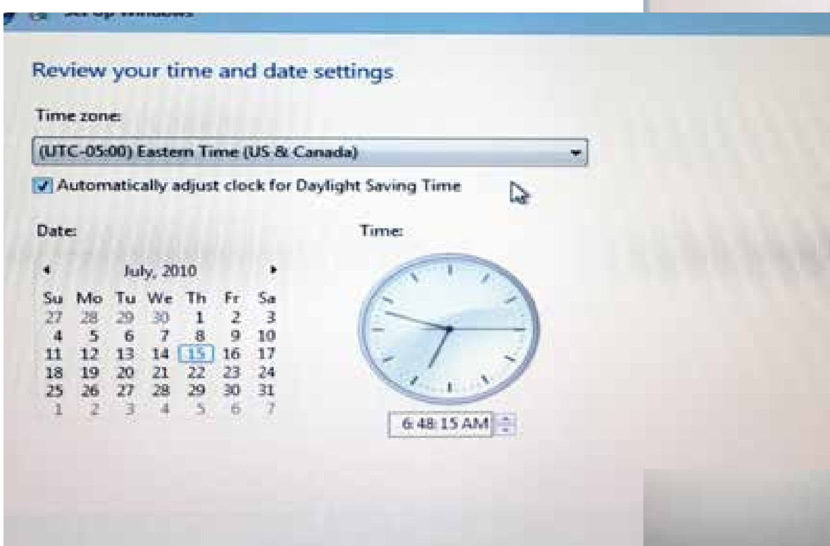
TYPE YOUR WINDOWS PRODUCT KEY

ACCEPT THE LICENSE TERMS





USE RECOMMENDED SETTINGS FOR BEST PERFORMANCE



SET DATE, TIME, AND TIME ZONE



VOILA! ENJOY!

BEST PRACTICES

MULTIPLE MONITOR CONNECTIONS.
YOUR CONFIGURATION WILL VARY BY YOUR GRAPHICS CARD(S).



WHEN HOOKING UP MULTIPLE MONITORS, FOLLOW THIS GUIDE TO ENSURE PROPER FUNCTIONALITY. CONNECTIONS SHOULD BE MADE IN THE ORDER SPECIFIED BY THE NUMBERS IN THE RED BOXES.



MULTIPLE MONITOR CONNECTIONS. UNIQUE CONFIGURATION SITUATIONS.

WHILE MOST MONITOR CONFIGURATIONS ARE STRAIGHT FORWARD, THERE ARE MANY SITUATIONS WHERE YOU'LL FIND YOURSELF WITH ADVANCED MULT-MONITOR CONFIGURATIONS. THIS CAN BE CONFUSING ESPECIALLY WHEN YOU ONLY WANT TO HOOK UP A SINGLE MONITOR. AND THROW IN A DIFFERENTLY ORIENTED SYSTEM LIKE THE VYBE AND IT CAN BE A LITTLE OVERWHELMING.

THAT'S OK, WE'RE PROFESSIONALS. SO LET'S ANALYZE WHAT'S GOING ON IN THIS DIAGRAM, WHERE THE CUSTOMER'S SYSTEM SUPPORTS A POTENTIAL FIVE MONITORS.

THE CUSTOMER HAS A VYBE WITH ONBOARD VIDEO BUT HAS ADDED A DISCRETE ATI RADEON HD 5000 SERIES CARD THAT HAS DUAL DVI, HDMI, AND DISPLAY PORT.

IF YOU'RE LOOKING TO HOOK UP A SINGLE MONITOR, JUST CONNECT THE DVI CABLE TO DVI (1). IF YOU'VE GOT TWO DVI MONITORS, HOOK THE SECOND ONE UP TO DVI (2).

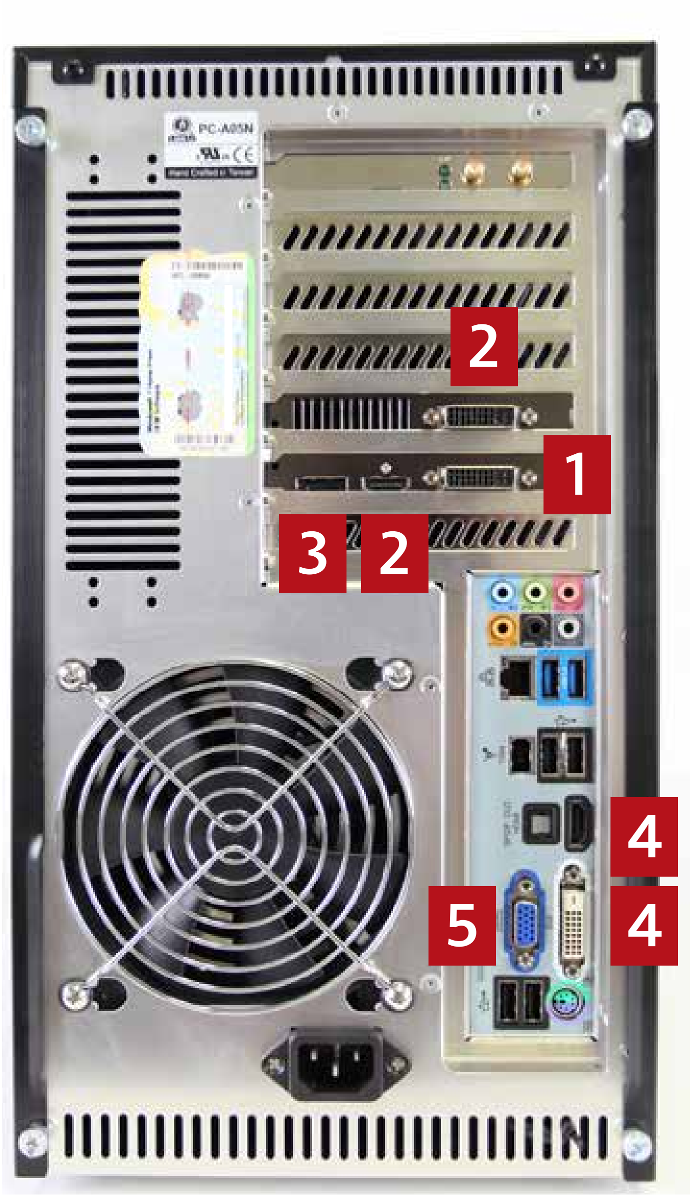
HOWEVER, ONCE YOU'VE CONNECTED THE DUAL DVI PORTS, YOU'LL NOTICE THAT THE HDMI CONNECTOR HAS A (2) ON IT NOW! THAT'S BECAUSE YOU CAN ONLY USE 2 OUT OF 3 CONNECTIONS BETWEEN THE TWO DVI PORTS AND THE HDMI OUT.

IF YOU WISH TO CONNECT A THIRD GRAPHICS CARD TO THE SYSTEM, IT'LL NEED TO BE A DISPLAYPORT (3) EQUIPPED MONITOR.

FROM THERE, WE'LL USE THE ON-BOARD VIDEO IF IT HAS BEEN ENABLED TO ADD MORE MONITORS. THE FIFTH MONITOR, IF IT'S A DVI OR HDMI MONITOR, CAN BE CONNECTED TO EITHER THE DVI OR HDMI OUT, BUT NOT BOTH.

AND LAST BUT NOT LEAST, IF YOU'VE GOT A VGA CAPABLE MONITOR, YOU CAN CONNECT IT TO VGA (5) FOR A FIFTH MONITOR.

IF YOU HAVE A SYSTEM WITH ONLY ONBOARD VIDEO, YOU'LL BE ABLE TO HOOK DUAL MONITORS UP TO THE ONBOARD OUTPUTS LABELLED WITH (4) AND (5), BUT ONLY THE HDMI (4) OR DVI (4) MAY BE USED AT ONCE.



SAFE SURFING, UPDATING YOUR SYSTEM, 3RD PARTY SOFTWARE. BECAUSE, HEY, YOU WANT TO DO SOMETHING WITH IT!

PRACTICE SAFE SURFING

EBAY WILL NEVER ASK FOR YOUR PASSWORD VIA EMAIL OR OVER CHAT. SAME WITH ANY FINANCIAL INSTITUTION.

BEWARE ANY STRANGE LOOKING ATTACHMENT OR LINKS, EVEN IF THEY COME FROM A FRIEND. WHEN IN DOUBT, CALL THEM UP AND MAKE SURE THEIR EMAIL ADDRESS HASN'T BEEN COMPROMISED.

THERE ARE NO PLACES TO GET FREE OR NEARLY FREE SOFTWARE AND MOVIES - UNLESS A WEBSITE IS SELLING LEGITIMATE COPIES OF OFFICE, BLU-RAY MOVIES, OR GAMES, BEWARE OF DEEP DISCOUNTS OR PROMISES OF FREE SOFTWARE AS THEY CAN BE A PHISHING SCHEME TO GET YOUR CREDIT CARD NUMBER.

INSTALL AN ANTIVIRUS PROGRAM - WE USE MICROSOFT SECURITY ESSENTIALS, IT'S FREE!

IF IT AIN'T BROKE, DON'T FIX IT

WHEN YOUR SYSTEM LEAVES OUR LOCATION, IT'S BEEN THOROUGHLY TESTED AND ALL THE DRIVERS HAVE BEEN UPDATED. WE LEAVE WINDOWS UPDATES ON FOR CRITICAL UPDATES - BUT PLEASE DON'T UPGRADE DRIVERS THROUGH WINDOWS UPDATE. SOMETIMES THESE DRIVERS ARE OLDER THAN WHAT WE INCLUDE. IN FACT, THE ONLY DRIVERS YOU SHOULD EVER NEED TO UPDATE WILL BE YOUR DISPLAY DRIVERS IF YOU'RE A GAMER. PLEASE GET THOSE DIRECTLY FROM NVIDIA OR AMD. WE'LL BE HAPPY TO HELP.

PLEASE DON'T UPDATE YOUR BIOS UNLESS DIRECTED TO BY US. THERE ARE MANY SETTINGS THAT WE CHANGE TO ENSURE OPTIMAL PERFORMANCE AND WE DON'T WANT YOU TO LOSE THOSE. DOUBLY SO FOR CUSTOMERS WHO HAVE THEIR SYSTEMS OVERCLOCKED BY US. YOU CAN LOSE YOUR OVERCLOCK SETTINGS.

PROTECT YOUR SYSTEM

WE HIGHLY RECOMMEND YOU USE A SURGE PROTECTOR AT THE LEAST, AND PREFERRABLY AN UNINTERRUPTED POWER SUPPLY THAT UTILIZES EITHER A PURE SINE WAVE OR PULSE WIDTH MODULATED SINE WAVE. CHEAP, SQUARE SINE WAVE UPS HAVE BEEN REPORTED TO BE HARMFUL TO A PC, ALTHOUGH THE CHANCES OF ONE DAMAGING YOUR SYSTEM ARE SLIM TO NONE.

BE SURE TO CHECK OUT THE INTAKE AND EXHAUST FANS AND FILTERS. MAKE SURE THEY ARE CLEAR OF DUST AND OBSTRUCTIONS. DON'T HESITATE TO UNPLUG YOUR SYSTEM, OPEN UP THE SIDE PANEL, AND TAKE A CAN OF COMPRESSED AIR TO YOUR SYSTEM.

IF YOU HAVE A HAND-BUILT CUSTOM WATERCOOLED CONFIGURATION, CHECK YOUR LIQUID LEVELS EVERY SIX MONTHS. CLOSED LOOP WATERCOOLED SYSTEMS NEED NOT WORRY.

DON'T HATE THE PLAYA, HATE THE GAME

TODAY'S TOP GAMES PUSH YOUR HARDWARE TO THE LIMIT. SOMETIMES YOU MAY FIND LESS THAN OPTIMAL PERFORMANCE IN A RECENTLY RELEASED GAME, ESPECIALLY IF YOUR SYSTEM IS OLDER. THAT'S NOT UNCOMMON. TYPICALLY ANY GRAPHICS ISSUES YOU MAY BE ENCOUNTERING ARE THE RESULT OF OLDER GRAPHICS DRIVERS, PARTICULARLY IF YOU HAVE AN SLI OR CROSSFIRE CONFIGURATION. GIVE US A BUZZ AND WE CAN HELP YOU UPDATE YOUR DRIVERS.

HOWEVER, SOMETIMES A GAME'S CODING FLAT OUT STINKS AND THE DEVELOPER MAY HAVE LAUNCHED A HALF-BAKED GAME. BELIEVE US, THAT HAPPENS MORE OFTEN THAN YOU MIGHT THINK. CHECK OUT THEIR FORUMS OR ANY GAMING FORUM WHERE THE GAME IS BEING DISCUSSED. IS YOUR ISSUE COMMON? SOMETIMES A GAME WILL HAVE SEVERAL PATCHES ISSUED IN THE FIRST MONTH ALONE TO FIX ISSUES THEY DIDN'T CATCH DURING BETA TESTING.

SO YEAH, IN THAT CASE YOU JUST PAID $50+ TO BE A BETA TESTER.

PUT YOUR SYSTEM TO SLEEP (NO NOT LIKE THAT)

MODERN HARDWARE AND OPERATING SYSTEMS HAVE A GREAT FEATURE THAT ALLOWS YOU TO SAVE MONEY AND POWER BUT STILL HAVE YOUR SYSTEM READY TO SPRING TO LIFE.

BY CLICKING ON YOUR WINDOWS BUTTON, THEN CLICKING ON THE ARROW NEXT TO SHUT DOWN, AND THEN SELECTING SLEEP, YOUR SYSTEM WILL SUSPEND YOUR OPERATING ENVIRONTMENT TO HARD DISK, AND THEN PUT ITSELF IN A NEAR-OFF STATE WHERE THE FANS STOP SPINNING AND THE HARD DISKS SPIN DOWN. MERELY HITTING A KEY ON YOUR KEYBOARD WILL HAVE YOU BACK UP AND RUNNING IN SECONDS.

ALSO, YOU CAN PUT YOUR SYSTEM TO SLEEP BY PRESSING THE POWER BUTTON ONCE (DON'T HOLD IT DOWN OR YOU'LL DO A HARD SHUT DOWN, WHICH IS BAD FOR A COMPUTER)

WATCH THE THERMOSTAT

MAINGEAR SYSTEMS ARE WELL VENTILATED AND WELL COOLED. WE VALIDATE OUR CONFIGURATIONS USING ELEVATED AMBIENT TEMPERATURES. BUT THERE ARE TEMPERATURES WHERE SUSTAINED ELEVATED HEAT MAY AFFECT THE PERFORMANCE OF YOUR SYSTEM. BE SURE THAT YOUR SYSTEM IS NOT SUBJECTED TO 87F+ AMBIENT TEMPERATURES, OR IS ENCLOSED IN A CABINET OR DESK WITHOUT ADEQUATE AIRFLOW. WE'RE NOT SAYING IT WILL FAIL, BUT IT COULD.

AMBIENT ROOM TEMPERATURE SHOULD BE A CONCERN FOR GAMERS AND PROFESSIONALS PUSHING THE LIMITS OF GPU ABILITIES.

PROTECTING YOUR SYSTEM...
WINDOWS 7 RECOVERY WITHIN WINDOWS

1. PRESS THE START BUTTON AND IN THE SEARCH INPUT AREA, TYPE "RECOVERY."

2. FROM THE SEARCH RESULTS, LAUNCH THE RECOVERY CONTROL APPLET.

3. SELECT THE "ADVANCED RECOVERY METHODS" OPTION.

4. SELECT "REINSTALL WINDOWS" OPTION.

5. FOLLOW THE ON-SCREEN INSTRUCTIONS IF YOU WANT TO BACK UP YOUR FILES. THEN, THE COMPUTER WILL RESTART.

6. VERIFY THAT THE COMPUTER STARTS IN WINDOWS RECOVERY ENVIRONMENT - YOU WILL BE PRESENTED WITH A BLUE BACKGROUND AND A SYSTEM RECOVERY OPTIONS DIALOG BOX.

7. FROM THE SYSTEM RECOVERY OPTIONS DIALOG BOX, SELECT A LANGUAGE AND KEYBOARD LAYOUT.

8. CLICK THE YES BUTTON TO REINSTALL WINDOWS USING THE IMAGE THAT WE PLACED IN THE RECOVERY PARTITION ON YOUR SYSTEM.

9. NOTE: BY SELECTING YES, WINDOWS WILL BEGIN THE REINSTALLATION OF WINDOWS.

10. ONCE THE WINDOWS SETUP IS COMPLETE, THE PC WILL BOOT INTO THE MINI-SETUP YOU FIRST ENCOUNTERED WHEN YOU BOOTED UP YOUR SYSTEM FOR THE FIRST TIME. COMPLETE THE WINDOWS WELCOME.

NOTE: IF YOU CREATE A BACKUP PRIOR TO THE RESTORE, YOU'LL HAVE THE OPTION TO RESTORE THE BACKUP.

RECOVERING YOUR SYSTEM... WINDOWS 7 REINSTALLATION FROM BOOT

THE ADVANCED BOOT OPTIONS MENU LETS YOU START WINDOWS IN ADVANCED TROUBLESHOOTING MODES. YOU CAN ACCESS THE MENU BY TURNING ON YOUR COMPUTER AND PRESSING THE F8 KEY BEFORE WINDOWS STARTS. ACCESSING THE ADVANCED BOOT OPTIONS MENU ALLOWS ACCESS TO THE REPAIR YOUR COMPUTER OPTION. BY SELECTING THE REPAIR YOUR COMPUTER YOU'LL BE ABLE TO REACH THE SYSTEM RECOVERY OPTIONS MENU TO ACCESS THE RECOVERY OPTIONS.

TO ACCESS THE ADVANCED BOOT OPTIONS PERFORM THE FOLLOWING TASKS:

1. TURN ON THE COMPUTER.

2. PRESS F8 BEFORE WINDOWS STARTS.

NOTE: IF WINDOWS STARTS, YOU DID NOT PRESS F8 WITHIN THE APPROPRIATE TIME. SHUT DOWN THE COMPUTER AND TRY AGAIN.

3. FROM THE SYSTEM RECOVERY OPTIONS DIALOG BOX, SELECT A LANGUAGE AND KEYBOARD LAYOUT.

4. SELECT THE USER YOU CREATED.

5. SELECT REINSTALL WINDOWS.

6. CLICK THE YES BUTTON TO START THE REINSTALLATION OF WINDOWS USING THE IMAGE YOU PLACED IN THE RECOVERY PARTITION.

A NOTE ABOUT WINDOWS.OLD

RETURNING WINDOWS TO ORIGINAL SETTINGS DOESN'T COMPLETELY DELETE EVERYTHING ON THE COMPUTER. IT DELETES PROGRAMS, BUT SAVES USER FILES TO THE WINDOWS.OLD FOLDER ON THE ROOT DIRECTORY OF THE HARD DISK, WHICH CAN BE ACCESSED AFTER THE REINSTALLATION COMPLETES. HOWEVER, END USERS SHOULD STILL BACK UP THEIR FILES BEFORE USING THIS METHOD. FOR EXAMPLE, IF AN END USER HAS ENCRYPTED FILES, THEY MIGHT NOT BE ABLE TO ACCESS THEM AFTER REINSTALLING WINDOWS. IF THE END USER HAS BACKED UP THEIR FILES AND THEN RESTORED THEM AFTER REINSTALLING WINDOWS, THEY CAN DELETE THE WINDOWS.OLD FOLDER.

TROUBLESHOOTING

NO VIDEO DISPLAY

1. REMOVE ANY VIDEO EXTENSION CABLES OR SWITCH BOXES.
2. INSPECT VIDEO CONNECTOR ON THE MONITOR FOR ANY BENT PINS.
3. IF ANY PINS ARE BENT, TRY TO STRAIGHTEN THE PINS WITH TWEEZERS.
4. NOTE: IF THE PINS CANNOT BE STRAIGHTENED AND YOU HAVE A MONITOR THAT DOES NOT HAVE A DETACHABLE CABLE, THE MONITOR MAY NEED TO BE REPLACED.
5. VERIFY VIDEO CABLE AND POWER CONNECTORS ARE CONNECTED CORRECTLY
6. BYPASS ANY SURGE PROTECTORS BY PLUGGING THE COMPUTER AND MONITOR DIRECTLY TO AN ELECTRICAL OUTLET.
7. CHECK TO SEE THE POWER LIGHT IS ON THE FRONT OF THE CHASSIS AND YOU CAN HEAR FANS RUNNING.

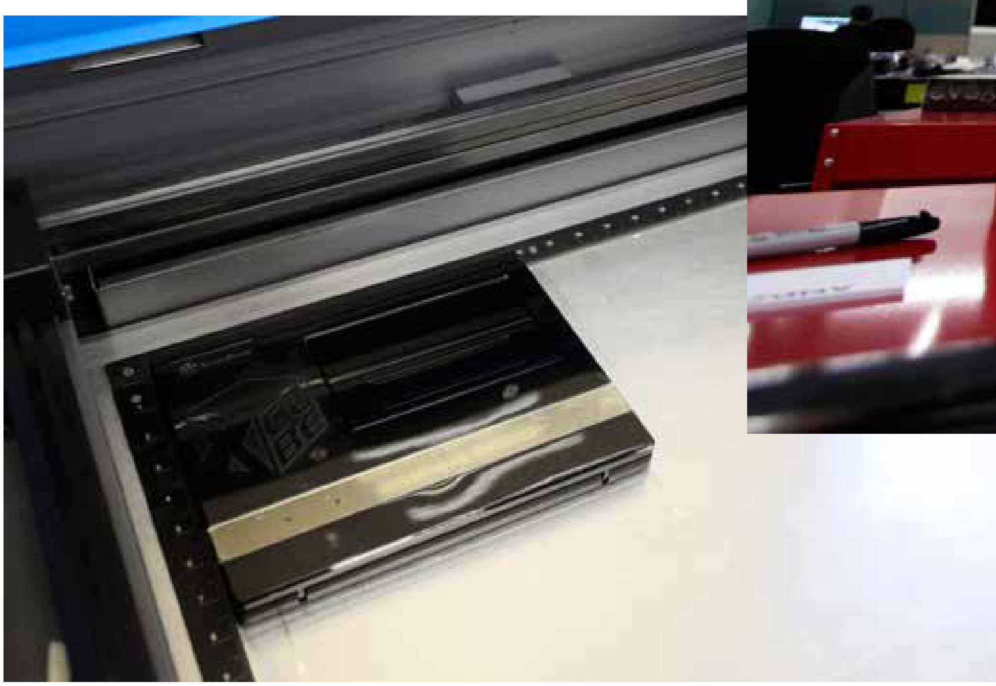
WEAK WIRELESS SIGNAL OR WIRELESS DROPS

1. MAKE SURE ANTENNAS ARE FIRMLY ATTACHED TO WIRELESS ADAPTER (IF APPLICABLE)
2. CHECK ROUTER DOCUMENTATION FOR RECOMMENDED PLACEMENT AND SETTINGS
3. MOVE YOUR DESKTOP OR ROUTER FOR OPTIMUM PERFORMANCE
4. IN THE CASE OF RANDOM DROP OUTS, TRY A DIFFERENT METHOD OF PASSWORD ENCRYPTION

BIOS REPORTS OVERCLOCK HAS FAILED

1. DO NOT HIT F1 TO LOAD DEFAULTS
2. ENTER BIOS VIA <DEL> KEY
3. HIT F10 TO SAVE AND EXIT - OVERCLOCK SETTINGS SHOULD BE RESTORED











NO SOUND FROM THE SPEAKERS

1. MAKE SURE SPEAKERS ARE CONNECTED PROPERLY TO THE OUTPUT CONNECTOR OF THE SOUND CARD. IF YOU PURCHASED A DISCRETE SOUND CARD MAKE SURE YOU ARE NOT CONNECTED TO THE ONBOARD SOUND.
2. CHECK THAT SPEAKER'S POWER CORD IS PROPERLY PLUGGED INTO THE SURGE PROTECTOR.
3. TURN VOLUME UP IN SMALL INCREMENTS.
4. CHECK VOLUME SETTING IN WINDOWS. IN PARTICULAR, CHECK THE PLAYBACK DEVICES BY RIGHT CLICKING ON THE SPEAKER ICON IN THE LOWER RIGHT HAND CORNER OF YOUR SYSTEM TRAY AND MAKING SURE THAT THE CORRECT PLAYBACK DEVICE IS SELECTED.
5. READ THE SOUND CARD'S MANUAL AND THE SPEAKER SYSTEM'S MANUAL FOR FURTHER ASSISTANCE.

SYSTEM WILL NOT BOOT INTO WINDOWS - NO OPERATING SYSTEM FOUND

1. ENTER THE BIOS
2. VERIFY THAT AHCI IS ENABLED, OR RAID FOR SYSTEMS WITH RAID ARRAYS
3. VERIFY ALL DRIVES ARE PRESENT
4. VERIFY BOOT ORDER
5. SAVE AND EXIT

DOES NOT SEE OPTICAL DRIVE IN WINDOWS

1. CHECK TO MAKE SURE OPTICAL DRIVE CAN OPEN OR CLOSE TO ENSURE POWER IS PRESENT
2. TURN OFF SYSTEM
3. OPEN SYSTEM AND VERIFY THAT SATA DATA CABLE IS PRESENT AND CONNECTED

IF YOU'RE EXPERIENCING ANY OTHER PROBLEMS PLEASE CALL 1-888-624-6432 OR EMAIL SUPPORT.

TERMS AND CONDITIONS

OUR LAWYERS MAKE US DO THIS

- THIS STANDARD TERMS AND CONDITIONS FOR SALE AGREEMENT (“AGREEMENT”) CONTAINS THE TERMS AND CONDITIONS THAT APPLY TO ANY ORDER, PURCHASE, RECEIPT, DELIVERY OR USE OF ANY PRODUCTS FROM MAINGEAR CORPORATION OR ANY OF ITS SUBSIDIARIES OR AFFILIATES (COLLECTIVELY, “MAINGEAR”). BY ACCEPTING DELIVERY OF THE PRODUCT(S) PURCHASED FROM MAINGEAR AND DESCRIBED ON YOUR INVOICE, YOU AGREE TO BE BOUND BY AND ACCEPT THE FOLLOWING TERMS AND CONDITIONS. ANY ATTEMPT TO ALTER, SUPPLEMENT OR AMEND THIS DOCUMENT OR TO ENTER AN ORDER FOR A PRODUCT(S) THAT IS SUBJECT TO ADDITIONAL OR ALTERED TERMS AND CONDITIONS WILL BE NULL AND VOID, UNLESS OTHERWISE AGREED TO IN A WRITTEN AGREEMENT SIGNED BY BOTH YOU AND MAINGEAR. THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT PRIOR WRITTEN NOTICE AT ANY TIME, IN MAINGEAR’S SOLE DISCRETION.

    •

    DEFINITIONS.
    - “WE”, “US” AND/OR “OUR” MEANS MAINGEAR.
    - “YOU” OR “YOUR” MEANS THE INDIVIDUAL OR ENTITY NAMED ON THE INVOICE.

- PAYMENT TERMS, ORDERS, AND INTEREST. ADVERTISED PRICES ARE IN U.S. DOLLARS AND, UNLESS OTHERWISE NOTED, EXCLUDE SHIPPING, HANDLING AND ANY TAXES THAT MAY BE IMPOSED BY THE LEGAL AUTHORITY THAT GOVERNS THE JURISDICTION IN WHICH YOU RESIDE. TERMS OF PAYMENT ARE WITHIN MAINGEAR’S SOLE DISCRETION, AND UNLESS OTHERWISE AGREED TO IN WRITING BY MAINGEAR, PAYMENT MUST BE RECEIVED BY MAINGEAR BEFORE MAINGEAR’S ACCEPTANCE OF AN ORDER. INVOICE AMOUNTS ARE DUE AND PAYABLE WITHIN THE PERIOD NOTED ON THE INVOICE, MEASURED FROM THE DATE OF THE INVOICE. MAINGEAR MAY INVOICE PARTS OF AN ORDER SEPARATELY. YOU AGREE TO PAY INTEREST ON ALL PAST-DUE SUMS AT THE HIGHEST RATE ALLOWED BY LAW. MAINGEAR IS NOT RESPONSIBLE FOR PRICING, TYPOGRAPHICAL OR OTHER ERRORS IN ANY OFFER BY MAINGEAR AND WE RESERVE THE UNILATERAL RIGHT TO CANCEL ANY ORDERS RESULTING FROM SUCH ERRORS.

- TAXES. UNLESS OTHERWISE INDICATED ON THE FACE OF THE INVOICE, YOU ARE RESPONSIBLE FOR PAYING ALL TAXES ASSOCIATED WITH YOUR ORDER.

- SHIPPING, TITLE AND RISK OF LOSS. SHIPPING AND HANDLING ARE ADDITIONAL UNLESS OTHERWISE EXPRESSLY INDICATED AT THE TIME OF SALE. LOSS OR DAMAGE THAT OCCURS DURING SHIPPING BY A CARRIER SELECTED BY MAINGEAR IS MAINGEAR’S RESPONSIBILITY. LOSS OR DAMAGE THAT OCCURS DURING SHIPPING BY A CARRIER SELECTED BY YOU IS YOUR RESPONSIBILITY. TITLE TO SOFTWARE REMAINS WITH THE LICENSOR OF THE SOFTWARE. YOUR USE OF SOFTWARE IS SUBJECT TO LICENSE AGREEMENTS APPLICABLE TO THE SOFTWARE. SHIPPING DATES ARE ONLY ESTIMATES. YOU MUST NOTIFY MAINGEAR OF DAMAGED OR MISSING ITEMS FROM YOUR ORDER WITHIN FOURTEEN (14) CALENDAR DAYS AFTER YOU RECEIVE YOUR PRODUCT.

RETURN POLICY. YOU MAY RETURN MAINGEAR-BRANDED PRODUCTS PURCHASED DIRECTLY FROM MAINGEAR IN ACCORDANCE WITH MAINGEAR’S RETURN POLICY, WHICH MAY BE VIEWED AT THE FOLLOWING URL: HTTP://WWW.MAINGEAR.COM/WARRANTY.HTML . PLEASE KEEP IN MIND THAT, AMONG OTHER THINGS, YOU: (A) MUST CONTACT US DIRECTLY BEFORE YOU ATTEMPT TO RETURN THE PRODUCT; (B) MUST RETURN THE PRODUCT TO US IN ITS ORIGINAL OR EQUIVALENT PACKAGING; AND (C) ARE RESPONSIBLE FOR RISK OF LOSS AND SHIPPING AND HANDLING FEES FOR RETURNING OR EXCHANGING PRODUCT. ADDITIONAL FEES MAY APPLY.

- LIMITED PRODUCT WARRANTY FOR DOMESTIC CUSTOMERS AND DISCLAIMER OF WARRANTIES. THE LIMITED PRODUCT WARRANTY APPLICABLE TO MAINGEAR-BRANDED PRODUCTS MAY BE VIEWED ON-LINE AT THE FOLLOWING URL: HTTP://WWW.MAINGEAR.COM/WARRANTY.HTML . THERE ARE NO WARRANTIES FOR SOFTWARE, SERVICES OR NON-MAINGEAR BRANDED PRODUCTS, WHICH PRODUCTS AND SERVICES ARE PROVIDED “AS IS”. WARRANTY AND SERVICE FOR NON-MAINGEAR BRANDED PRODUCTS, IF ANY, ARE PROVIDED BY THE ORIGINAL MANUFACTURER, AND NOT BY MAINGEAR. MAINGEAR MAKES NO WARRANTIES, EXPRESS OR IMPLIED, EXCEPT THOSE STATED IN THIS SECTION AND IN MAINGEAR’S APPLICABLE WARRANTY STATEMENT IN EFFECT ON THE DATE OF THE INVOICE. ANY SUCH WARRANTY WILL BE EFFECTIVE DURING THE RELEVANT PERIOD, AND MAINGEAR WILL BE OBLIGATED TO HONOR ANY SUCH WARRANTY ONLY UPON MAINGEAR’S RECEIPT OF PAYMENT IN FULL FOR THE ITEM TO BE WARRANTED.

- LIMITED PRODUCT WARRANTY FOR INTERNATIONAL CUSTOMERS AND DISCLAIMER OF WARRANTIES. THE STANDARD WARRANTY STATED ABOVE IN SECTION 6 APPLIES TO MAINGEAR-BRANDED PRODUCTS SHIPPED TO A COUNTRY OUTSIDE OF THE UNITED STATES, PROVIDED THAT CUSTOMERS OUTSIDE OF THE UNITED STATES ARE RESPONSIBLE FOR PAYING ALL FREIGHT CHARGES INCURRED IN SHIPPING, IMPORTING/EXPORTING, RECEIVING REPLACEMENT PRODUCTS AND PARTS AND FOR ARRANGING AND PAYING FOR THE SHIPMENT OF ANY DEFECTIVE PART(S) BACK TO MAINGEAR. ALL INTERNATIONAL CUSTOMERS ARE RESPONSIBLE FOR ALL CUSTOMS DUTIES, VAT AND OTHER ASSOCIATED TAXES AND CHARGES. THE WARRANTY DISCLAIMER ABOVE IN SECTION 6 ALSO APPLIES TO INTERNATIONAL CUSTOMERS.

LIMITATION OF LIABILITY. MAINGEAR DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE, FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES

AND SUPPORT. MAINGEAR WILL NOT BE LIABLE FOR LOST PROFITS, LOSS OF BUSINESS OR OTHER CONSEQUENTIAL, SPECIAL, INDIRECT OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY EXCEPT AS EXPRESSLY PROVIDED HEREIN. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCTS OR SERVICES BUNDLED WITH THE PRODUCTS, MAINGEAR IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AGGREGATE DOLLAR AMOUNT YOU PAID FOR THE PURCHASE GOVERNED BY THIS AGREEMENT.

• SOFTWARE. ALL SOFTWARE IS PROVIDED SUBJECT TO THE LICENSE AGREEMENT THAT IS PART OF THE PACKAGE YOU RECEIVE FROM MAINGEAR. YOU AGREE TO BE BOUND BY THE LICENSE AGREEMENT ONCE THE PACKAGE IS OPENED OR ITS SEAL IS BROKEN. MAINGEAR DOES NOT WARRANT ANY SOFTWARE UNDER THIS AGREEMENT.

• PRODUCTS. MAINGEAR CONTINUALLY UPGRADES AND REVISES ITS PRODUCTS AND SERVICE OFFERINGS. MAINGEAR MAY REVISE AND DISCONTINUE PRODUCTS AT ANY TIME WITHOUT PRIOR NOTICE TO CUSTOMERS. MAINGEAR WILL SHIP PRODUCTS THAT HAVE THE FUNCTIONALITY AND PERFORMANCE OF THE PRODUCTS ORDERED, BUT CHANGES BETWEEN WHAT IS SHIPPED AND WHAT IS DESCRIBED IN A SPECIFICATION SHEET ARE POSSIBLE. THE PARTS AND ASSEMBLIES USED IN BUILDING MAINGEAR PRODUCTS ARE SELECTED FROM NEW AND EQUIVALENT-TO-NEW PARTS AND ASSEMBLIES IN ACCORDANCE WITH INDUSTRY PRACTICES. SPARE PARTS MAY BE NEW OR RECONDITIONED. THE QUOTED MAINGEAR SKU NUMBERS FOR MAINGEAR-BRANDED HARDWARE PRODUCTS ARE OF THE QUALITY SPECIFIED BY MAINGEAR ON ITS WEBSITE AND CONFORM IN ALL MATERIAL RESPECTS WITH THE MAINGEAR PRODUCT SPECIFICATION CURRENT ON THE DATE SUCH PRODUCTS WERE SHIPPED.

BINDING ARBITRATION. YOU AND MAINGEAR AGREE THAT ANY CLAIM, DISPUTE OR CONTROVERSY, WHETHER IN CONTRACT, TORT OR OTHERWISE, AND WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS (“DISPUTE”) AGAINST MAINGEAR, ITS SHAREHOLDERS, DIRECTORS, EMPLOYEES, AGENTS, SUCCESSORS, ASSIGNS OR AFFILIATES ARISING FROM, IN CONNECTION WITH OR RELATING TO THIS AGREEMENT, ITS INTERPRETATION, OR THE BREACH, TERMINATION OR VALIDITY THEREOF, THE RELATIONSHIPS WHICH RESULT FROM THIS AGREEMENT (INCLUDING, TO THE FULL EXTENT PERMITTED BY APPLICABLE LAW, RELATIONSHIPS WITH THIRD PARTIES WHO ARE NOT SIGNATORIES TO THIS AGREEMENT), MAINGEAR’S ADVERTISING OR ANY RELATED PURCHASE SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (AVAILABLE VIA THE INTERNET AT HTTP://WWW.ARB-FORUM.COM , OR VIA TELEPHONE AT 800.474.2371) UNDER ITS CODE OF PROCEDURE THEN IN EFFECT. THIS TRANSACTION INVOLVES INTERSTATE COMMERCE, AND THIS PROVISION SHALL BE GOVERNED BY THE FEDERAL ARBITRATION ACT 9 UNITED STATES CODE, SECTIONS 1-16. ANY AWARD OF THE ARBITRATORS SHALL BE FINAL AND BINDING ON EACH OF THE PARTIES, AND MAY BE ENTERED AS A JUDGMENT IN ANY COURT OF COMPETENT JURISDICTION. YOU UNDERSTAND THAT, IN THE ABSENCE OF THIS PROVISION, YOU WOULD HAVE HAD A RIGHT TO LITIGATE DISPUTES THROUGH A COURT, INCLUDING THE RIGHT TO LITIGATE CLAIMS ON A CLASS-WIDE OR CLASS-ACTION BASIS, AND THAT YOU HAVE EXPRESSLY AND KNOWINGLY WAIVED THOSE RIGHTS AND AGREED TO RESOLVE ANY DISPUTES THROUGH BINDING ARBITRATION IN ACCORDANCE WITH THIS SECTION.

• APPLICABLE LAW AND NOT FOR RESALE. YOU AGREE AND REPRESENT THAT YOU ARE BUYING THE PRODUCTS GOVERNED BY THIS AGREEMENT FOR YOUR OWN USE AND NOT FOR RESALE.

• GOVERNING LAW. THIS AGREEMENT AND ANY SALES HEREUNDER SHALL BE GOVERNED BY THE LAWS OF THE STATE OF NEW JERSEY , WITHOUT REGARD TO CONFLICTS OF LAWS PRINCIPLES, AND EXCLUDING THE UNITED NATIONS CONVENTION ON THE INTERNATIONAL SALE OF GOODS.

• EXPORT. YOU ACKNOWLEDGE THAT THE PURCHASED GOODS LICENSED OR SOLD UNDER THIS AGREEMENT, AND THE TRANSACTION CONTEMPLATED BY THIS AGREEMENT, WHICH MAY INCLUDE TECHNOLOGY AND SOFTWARE, ARE SUBJECT TO THE CUSTOMS AND EXPORT CONTROL LAWS AND REGULATIONS OF THE UNITED STATES, AND MAY ALSO BE SUBJECT TO THE CUSTOMS AND EXPORT LAWS AND REGULATIONS OF THE COUNTRY IN WHICH THE PRODUCTS ARE MANUFACTURED AND/OR RECEIVED. FURTHER, UNDER UNITED STATES LAW, THE GOODS SHIPPED PURSUANT TO THIS AGREEMENT MAY NOT BE SOLD, LEASED, OR OTHERWISE TRANSFERRED TO RESTRICTED COUNTRIES OR UTILIZED BY RESTRICTED END-USERS OR AN END-USER ENGAGED IN ACTIVITIES RELATED TO WEAPONS OF MASS DESTRUCTION, INCLUDING ACTIVITIES RELATED TO THE DESIGN, DEVELOPMENT PRODUCTION OR USE OF NUCLEAR WEAPONS, MATERIALS, FACILITIES, MISSILES OR THE SUPPORT OF MISSILE PROJECTS, AND CHEMICAL OR BIOLOGICAL WEAPONS. YOU AGREE NOT TO PROVIDE ANY WRITTEN REGULATORY CERTIFICATIONS OR NOTIFICATIONS ON BEHALF OF MAINGEAR. MAINGEAR HAS NOT TESTED PRODUCT FOR USE IN HIGH-RISK ACTIVITIES INCLUDING ANY LIFE SUSTAINING, CHEMICAL, OR MISSION CRITICAL USE. MAINGEAR WILL NOT HAVE ANY LIABILITY FOR ANY DAMAGES ARISING FROM THE USE OF THE PRODUCTS IN ANY HIGH RISK ACTIVITY, INCLUDING THE OPERATION OF NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR COMMUNICATION SYSTEMS, AIR TRAFFIC CONTROL, MEDICAL SYSTEMS, LIFE SUPPORT OR WEAPONS SYSTEMS.

• MISCELLANEOUS PROVISIONS. YOU WILL NOT REGISTER OR USE ANY INTERNET DOMAIN NAME THAT CONTAINS AN MAINGEAR TRADEMARK OR TRADE NAME (I.E., MAINGEAR) IN WHOLE OR IN PART OR ANY OTHER NAME THAT IS CONFUSINGLY SIMILAR THERETO. THE SECTION HEADINGS USED HEREIN ARE FOR CONVENIENCE OF REFERENCE ONLY AND DO NOT FORM A PART OF THESE TERMS AND CONDITIONS, AND NO CONSTRUCTION OR INFERENCE SHALL BE DERIVED THEREFROM. IF ANY TERM OF THIS AGREEMENT IS FOUND BY A COURT OF COMPETENT JURISDICTION TO BE UNENFORCEABLE, THE ENFORCEABILITY OF THE REMAINING PROVISIONS SHALL NOT BE AFFECTED OR IMPAIRED.

WARRANTY INFO

MAINGEAR OFFERS A 30 DAY MONEY BACK GUARANTEE ON ALL OF OUR SYSTEMS. YOU CAN RETURN THE SYSTEM IF NOT COMPLETELY SATISFIED WITHIN 30 DAYS. ALL TRANSACTIONS, RETURNS AND PREMATURE ORDER CANCELLATIONS ARE SUBJECT TO HAVE A 20% RESTOCKING FEE. ALL RETURNED MERCHANDISE MUST BE ACCOMPANIED BY ITS ORIGINAL PACKAGING, ACCESSORIES AND MANUALS. YOU MUST CONTACT MAINGEAR CUSTOMER SUPPORT FOR AN RMA# PRIOR TO RETURN OF MERCHANDISE.

•DEFECTIVE MERCHANDISE WILL BE REPLACED WITH A LIKE ITEM, UPON RETURN OF THE DEFECTIVE MERCHANDISE. MAINGEAR IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY EITHER INTERNAL OR EXTERNAL EQUIPMENT, SHORTED CONNECTIONS OR COMPONENTS NOT INSTALLED BY OR PURCHASED FROM MAINGEAR. MAINGEAR IS NOT RESPONSIBLE FOR DAMAGES TO ANY COMPONENTS OR LOSS OF ANY DATA INADVERTENTLY CAUSED BY PRODUCTS, UNDER NORMAL OR ABNORMAL USE, INCLUDING THOSE PURCHASED FROM MAINGEAR. MAINGEAR WILL NOT REPLACE, REPAIR OR REFUND ANY PURCHASE IF AN ITEM'S SERIAL NUMBER DOES NOT MATCH WHAT WAS ORIGINALLY SOLD. THERE ARE ABSOLUTELY NO REFUNDS FOR CUSTOM WORK(I.E CUSTOM PAINT, SPECIAL ORDER CHASSIS, CUSTOM CUTOUTS). MAINGEAR WILL BE NOT BE RESPONSIBLE FOR SHIPPING TO MAINGEAR AFTER 30 DAYS IF AN RMA IS NECESSARY. MAINGEAR WILL ONLY BE RESPONSIBLE FOR SHIPPING BACK TO THE CUSTOMER. CUSTOMER IS RESPONSIBLE FOR SHIPPING ITEM TO US. LIMITED WARRANTY DOES NOT COVER DAMAGES OR DEFECTS CAUSE BY: SHIPPING (OTHER THAN RELATED TO THE ORIGINAL SHIPMENT FROM MAINGEAR), IMPROPER INSTALLATION, MISUSE, MODIFICATIONS, UNAUTHORIZED REPAIR, ADJUSTMENTS, OR EXCESSIVE ELECTRICAL POWER. WARRANTY AND 30-DAY MONEY BACK GUARANTEE ONLY APPLIES TO SYSTEM/S SOLD DIRECTLY BY MAINGEAR OR AN AUTHORIZED DEALER.

REPLACING A DEFECTIVE COMPONENT
NOTE: YOU MUST CONTACT MAINGEAR CUSTOMER SUPPORT FOR RMA # PRIOR TO RETURN OF MERCHANDISE. ALL COMPONENTS SHIPPED BACK TO MAINGEAR WITHOUT AN AUTHORIZED RMA NUMBER GIVEN TO YOU BY OUR TECHNICAL SUPPORT STAFF WILL BE REJECTED AND RETURNED TO SENDER.
IF THE TECHNICAL SUPPORT TEAM DETERMINES THAT A COMPONENT IS DEFECTIVE, YOU WILL BE ISSUED AN RMA NUMBER AND YOU WILL BE GIVEN THE FOLLOWING OPTION:
SIMPLY PACKAGE IT, INCLUDE A BRIEF DESCRIPTION OF THE PROBLEM INCLUDING RMA NUMBER, NAME ON FILE, ACCOUNT NUMBER, AND VERIFIED SHIPPING ADDRESS. THIS WILL SPEED UP THE REPLACEMENT PROCESS. NO PACKAGES WILL BE ACCEPTED WITHOUT A PROPER RMA NUMBER. ALL PACKAGES MUST BE SHIPPED VIA FED-EX EXPRESS SAVER; PROPER COMPLETION OF THE SHIPPING AIR BILL PROVIDED BY THE FEDEX DRIVER IS IMPORTANT AND MUST INCLUDE A TOTAL DECLARED VALUE (INSURANCE), PACKAGE WEIGHT, AND YOUR RETURN ADDRESS. MAINGEAR WILL NOT BE RESPONSIBLE FOR PACKAGES INSURED INCORRECTLY. IF YOU HAVE ANY QUESTIONS PLEASE DO NOT HESITATE TO CONTACT THE TECHNICAL SUPPORT DEPARTMENT. ONCE AT OUR LABS, THE COMPONENT WILL BE TESTED AND IF DEFECTIVE, A REPLACEMENT WILL BE SENT OUT FED-EX EXPRESS SAVER. THE ENTIRE REPLACEMENT PROCESS WILL TAKE APPROXIMATELY 7-21 BUSINESS DAYS.

- YOU WILL HAVE UP TO 10 BUSINESS DAYS (PLUS 3 FOR SHIPPING) TO RETURN THE DEFECTIVE COMPONENT, AFTER THAT TIME SHIPPING CHARGES WILL APPLY.
- NO REFUNDS WILL BE ISSUED IF THE DEFECTIVE COMPONENTS ARE NOT RETURNED WITHIN 30 DAYS.

IN ORDER TO PREVENT ANY DELAYS IN THE REFUND OR REPLACEMENT PROCESS, PLEASE MAKE SURE TO RETURN ALL MATERIALS INCLUDING MANUALS, DISKS, AND EXTRA COMPONENTS CORRESPONDING TO THE DEFECTIVE PART. INCOMPLETE MATERIALS WILL RESULT IN ADDITIONAL CHARGES.
NOTE: ALL COMPONENTS WILL BE TESTED.
IT IS OUR PREROGATIVE TO MAKE SURE YOUR SYSTEM IS WORKING TO OUR STANDARDS. AFTER RECEIVING THE REPLACEMENT COMPONENT(S), PLEASE CONTACT US SO WE MAY ASSIST YOU IN ITS INSTALLATION.
WHEN RETURNING A COMPONENT, MAKE SURE THE SHIPPING METHOD SELECTED IS FED-EX EXPRESS SAVER DELIVERY; ANY OTHER METHOD SELECTED WILL BE AT YOUR EXPENSE.
*ITEMS TO CHECK BEFORE SHIPPING COMPONENT(S) BACK TO MAINGEAR:
-THE RMA NUMBER AND PERSONAL CONTACT INFORMATION ARE ON THE FED-EX AIR BILL.
-YOU HAVE SELECTED FED-EX EXPRESS SAVER AS YOUR SHIPPING METHOD AND THE CORRECT PACKAGE WEIGHT AND DECLARED VALUE (INSURANCE) HAS BEEN CLEARLY STATED ON THE AIR BILL.
-YOU HAVE INCLUDED A BRIEF NOTE EXPLAINING THE PROBLEM YOU HAVE ENCOUNTERED. PLEASE INCLUDE YOUR RMA NUMBER, NAME, AND ORDER NUMBER ON THIS NOTE.
-THE COMPONENT IS PROPERLY PACKAGED AND SECURE IN ITS BOX.
-ALL COMPONENTS AND THEIR CORRESPONDING MATERIALS INCLUDING, MANUALS, CDS, AND BOXES ARE BEING SHIPPED ALONG WITH THE DEFECTIVE COMPONENT
IMPORTANT: BACKUP ALL DATA BEFORE SENDING YOUR SYSTEM AND/OR HARDWARE COMPONENTS TO MAINGEAR•. MAINGEAR IS NOT RESPONSIBLE FOR PERSONAL DATA SENT ALONG WITH SYSTEMS AND/OR HARDWARE.

MAINGEAR 30-DAY MONEY BACK GUARANTEE

WE OFFER A 30 DAY MONEY BACK GUARANTEE ON ALL OF OUR SYSTEMS. YOU CAN RETURN THE SYSTEM IF NOT COMPLETELY SATISFIED WITHIN 30 DAYS. ALL SYSTEMS RETURNED ARE SUBJECT TO HAVE A 20% RESTOCKING FEE. ALL RETURNED MERCHANDISE MUST BE ACCOMPANIED BY ITS ORIGINAL PACKAGING, ACCESSORIES AND MANUALS. YOUR MUST CONTACT MAINGEAR CUSTOMER SUPPORT FOR AN RMA# PRIOR TO RETURN OF MERCHANDISE.
DEFECTIVE MERCHANDISE WILL BE REPLACED WITH A LIKE ITEM, UPON RETURN OF THE DEFECTIVE MERCHANDISE. MAINGEAR IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY EITHER INTERNAL OR EXTERNAL EQUIPMENT, SHORTED CONNECTIONS OR COMPONENTS NOT INSTALLED BY OR PURCHASED FROM MAINGEAR. MAINGEAR IS NOT RESPONSIBLE FOR DAMAGES TO ANY COMPONENTS OR LOSS OF ANY DATA INADVERTENTLY CAUSED BY PRODUCTS, UNDER NORMAL OR ABNORMAL USE, INCLUDING THOSE PURCHASED FROM MAINGEAR. MAINGEAR WILL NOT REPLACE, REPAIR OR REFUND ANY PURCHASE IF AN ITEM'S SERIAL NUMBER DOES NOT MATCH WHAT WAS ORIGINALLY SOLD. LIMITED WARRANTY DOES NOT COVER DAMAGES OR DEFECTS CAUSE BY: SHIPPING (OTHER THAN RELATED TO THE ORIGINAL SHIPMENT FROM MAINGEAR), IMPROPER INSTALLATION, MISUSE, MODIFICATIONS, UNAUTHORIZED REPAIR, ADJUSTMENTS, OR EXCESSIVE ELECTRICAL POWER. WARRANTY AND 30-DAY MONEY BACK GUARANTEE ONLY APPLIES TO SYSTEM/S SOLD DIRECTLY BY MAINGEAR OR AN AUTHORIZED DEALER.



QA

QUALITY ASSURANCE. IT'S NOT JUST A CONCEPT, IT'S A CORE VALUE WE HOLD DEAR. WE ENSURE THAT EACH OF OUR SYSTEMS ARE THOROUGHLY INSPECTED BY SERNIOR TECHNICIANS AND ENGINEERS, DOUBLE CHECKING EACH OTHERS WORK TO MAKE SURE YOUR FINELY CRAFTED MAINGEAR PC IS AS PERFECT AS CAN BE.

MAINGEAR 55-POINT PIT CREW LOG

PHASE ONE: INVENTORY, PRE-KITTING, STAGING, INITIAL CUSTOMER COMMUNICATIONS			
	KEY REQUIREMENTS	COMPLETED	VERIFIED
1	PULL ORDER FROM INVENTORY, STAGE PARTS ON CART		
2	CUSTOMER NOTIFICATION OF BACKORDERED COMPONENTS		
3	TECHNICIAN REVIEW OF PARTS		
4	CUSTOMER EMAILED, IDENTIFY YOURSELF AS PERSONAL TECHNICIAN		
5	COMPONENTS REMOVED FROM PACKAGING AND INSPECTED		
6	COMPONENT ACCESSORIES, MANUALS, AND SOFTWARE SET ASIDE FOR CUSTOMER		

PHASE TWO: INTEGRATION PERFECTION			
	KEY REQUIREMENTS	COMPLETED	VERIFIED
7	INSPECT CHASSIS FOR IMPURITIES		
8	WAX CHASSIS IF PAINTED		
9	M.A.R.C. LASER ETCH CHASSIS IF REQUESTED BY CUSTOMER		
10	MAINGEAR LOGOS AFFIXED		
11	WINDOWS SERIAL KEY PLACED ON CHASSIS		
12	DOUBLE CHECK ANY CUSTOMER NOTES FOR SPECIAL REQUESTS (PRE-WIRING, ETC)		
13	CHECK ALL MOTHERBOARD STANDOFFS, ENSURE NO SHORTS		
14	CHECK LED LIGHTS (POWER, HDD)		
15	ENSURE POWER AND RESET BUTTONS FUNCTIONING		
16	CHECK OPTICAL DRIVE FUNCTIONALITY		
17	INSTALL ANY SLI OR CROSSFIRE BRIDGES		
18	CHECK CABLES FOR SLACK, NOT TOO TIGHT!		
19	ENSURE PROPER AIRFLOW DIRECTION OF FANS, UPGRADE FANS IF PURCHASED		
20	ENSURE ALL SCREWS ARE TORQUED, INSTALLED		
21	CHECK MECHANICAL FUNCTIONALITY OF CHASSIS (DRIVE BAY DOORS, ETC)		

PHASE THREE: CONFIGURATION, SOFTWARE INSTALLATION, AND BURN-IN			
	KEY REQUIREMENTS	COMPLETED	VERIFIED
22	UPDATE BIOS: INSTALLED VERSION |		
23	SET BOOT ORDER		
24	ENABLE ACPI, SET S4 SLEEP STATE, C3 CPU STATE, OR VENDOR SPECIFIC CPU STATE		
25	ENABLE AHCI OR RAID AS NECESSARY, ENSURE SATA 6G DEVICES ON CORRECT PORTS		
26	INSTALL WINDOWS, RUN WINDOWS UPDATE		
27	UPDATE VIDEO DRIVERS: INSTALLED VERSION |		
28	UPDATE CHIPSET DRIVERS: INSTALLED VERSION |		
29	INSTALL ANY ACCESORY SOFTWARE INCLUDING BLU-RAY PLAYBACK AND OFFICE		

MAINGEAR 55-POINT PIT CREW LOG

PHASE THREE CONT'D			
KEY REQUIREMENTS		COMPLETED	VERIFIED
30	FORMAT ADDITIONAL HARD DRIVES AND PARTITION AS REQUESTED		
31	INSTALL ANY PURCHASED PERIPHERAL SOFTWARE (KEYBOARD, MOUSE, WEBCAM)		
32	CREATE RESTORE PARTITION / RECOVERY SOLUTION		
BENCHMARKING AND BURN-IN RESULTS		RESULTS	
33	MAINGEAR REDLINE IF REQUESTED		
34	3DMARK 06		
35	PCMARK VANTAGE		
36	3DMARK VANTAGE		
37	OVERNIGHT PASS PROPRIETARY MAINGEAR BURN-IN SUITE		

PHASE FOUR: FINISHING, PACKAGING, AND SHIPPING			
KEY REQUIREMENTS		COMPLETED	VERIFIED
38	WIPE DOWN CHASSIS		
39	DOUBLE CHECK BRANDING LOGOS, WINDOWS SERIAL KEY		
40	TIGHTEN CHASSIS SCREWS ONE MORE TIME, CHECK FOR LOOSE SCREWS		
41	CLOSE AND TAPE ANY DOORS OR FLAPS		
42	PLACE PLASTIC BAG OVER CHASSIS		
ACCESSORIES			
43	POWER CABLE		
44	POWER SUPPLY EXTRA CABLES		
45	VIDEO CARD EXTRA CABLES, SLI OR CROSSFIRE BRIDGES, DISPLAY ADAPTERS		
46	WIRELESS ADAPTER ANTENNAS		
47	SOUND OR TV CARD ACCESSORIES, REMOTES, ANTENNAS		
48	EXTRA SCREWS AND SATA CABLES		
49	KEYBOARD *INCLUDED* *DROP SHIPPED* *NOT ORDERED*		
50	MOUSE *INCLUDED* *DROP SHIPPED* *NOT ORDERED*		
51	MONITOR *INCLUDED* *DROP SHIPPED* *NOT ORDERED*		
52	SPEAKERS *INCLUDED* *DROP SHIPPED* *NOT ORDERED*		
53	WEBCAM *INCLUDED* *DROP SHIPPED* *NOT ORDERED*		
54	FREE GEAR (SPECIFY):		
55	COMPLETE CUSTOM MANUAL WITH ALL DISCS AND MANUFACTURER DOCUMENTATION		



HELLO, I'M YOUR BUILDER!

SIGNATURE:

PRINTED:

AT MAINGEAR WE ENDEAVOR TO BUILD THE BEST, MOST RELIABLE COMPUTERS IN THE INDUSTRY. BUT WE'RE ALSO HUMANS. SO SOMETIMES WE MAY OVERLOOK SOMETHING OR MAKE A MISTAKE. IF WE HAVE FAILED TO LIVE UP TO YOUR EXPECTATIONS IN ANY WAY, WE WILL DO WHAT IT TAKES TO MAKE IT RIGHT. GIVE US A CALL AT 1-888-MAINGEAR OR 1-888-624-6432.

MAINGEAR CORPORATION
206 MARKET STREET
KENILWORTH, NJ 07083
1-888-MAINGEAR (624-6432)
WWW.MAINGEAR.COM

MAINGEAR